

Amendments to the Claims:

The following listing of claims will replace all prior versions, and listings, of claims in the application:

1. (Currently Amended) A computer executing an optimum operator selection support system, comprising:

a document computer executable management part that manages documents stored by said computer related to jobs, with additional information on operators who generated the documents;

a document feature computer executable extraction part that extracts a plurality of documents generated by a same operator from said document computer executable management part, and extracts features of the respective documents; and

a job feature computer executable extraction part that extracts features of jobs of said operator by detecting common features based on a frequency of occurrence of terms in the plurality of documents extracted by said document feature computer executable extraction part

wherein the document computer executable management part monitors the plurality of documents to determine if a document has been updated or newly added and wherein the document computer executable management part selects a new operator based on said features extracted of jobs of said operator.

2. (Withdrawn - Currently Amended) The computer according to claim 1, further comprising a task computer executable management part that analyzes job order relations based on electronic data transmitted/received among operators, and manages information on the job order relations,

wherein said job feature computer executable extraction part extracts the features of the jobs and roles of said operator based on the features of documents extracted by

said document feature computer executable extraction part and the information on the job order relations managed by said task computer executable management part.

3. (Withdrawn - Currently Amended) The computer according to claim 2, further comprising:

a conversation computer executable management part that manages conversations among the operators by utilizing electronic data; and

a conversation feature computer executable extraction part that extracts features of the conversations among the operators managed by said conversation computer executable management part,

wherein said job feature computer executable extraction part extracts the features of the jobs of said operator from the features of the documents extracted by said document feature computer executable extraction part and distribution of the conversations extracted by said conversation computer executable management part, and extracts the roles of said operator from the information on the job order relations managed by said task computer executable management part.

4. (Withdrawn - Currently Amended) The computer according to claim 1, further comprising:

a conversation computer executable management part that manages conversations among the operators by utilizing electronic data; and

a conversation feature computer executable extraction part that extracts features of the conversations among the operators managed by said conversation computer executable management part,

wherein said job feature computer executable extraction part extracts the features of the jobs of said operator from the features of the documents extracted by said

document feature computer executable extraction part and distribution of the conversations extracted by said conversation computer executable management part.

5. (Withdrawn - Currently Amended) A computer executing an optimum operator selection support system, comprising:

a task computer executable management part that analyzes job order relations, including authority levels of responsible operators, based on electronic data transmitted/received among operators, and stored by said computer, and manages information on the job order relations; and

a job feature computer executable extraction part that extracts roles of said operators to perform jobs, from job order relations extracted by said task computer executable management part

wherein the task computer executable management part monitors the roles of said operators to determine if a role of said operators has been updated or newly added and wherein the task computer executable management part selects new operators based on said roles extracted of said operators.

6. (Withdrawn - Currently Amended) The computer according to claim 5, further comprising:

a conversation computer executable management part that manages conversations among the operators by utilizing electronic data; and

a conversation feature computer executable extraction part that extracts features of the conversations among the operators managed by said conversation computer executable management part,

wherein said job feature computer executable extraction part extracts the features of the jobs of said operators from distribution of the conversations extracted by said conversation computer executable management part, and extracts the roles of said operators

from the information on the job order relations managed by said task computer executable management part.

7. (Withdrawn - Currently Amended) A computer executing an optimum operator selection support system, comprising:

a conversation computer executable management part that collects conversation information among operators by utilizing electronic data, said data being stored by said computer, and manages the collected conversation information;

a conversation feature computer executable extraction part that extracts features of the conversation information among the operators managed by said conversation computer executable management part; and

a job feature computer executable extraction part that extracts features of jobs of the operators and generates a job feature management table, including names and roles of responsible operators, from distribution of the conversation information extracted by said conversation computer executable management part

wherein the conversation computer executable management part monitors the conversation information to determine if the features of the conversation information has been updated or newly added and wherein the conversation computer executable management part selects new operators based on said features extracted of jobs of said operators.

8. (Withdrawn - Currently Amended) The computer according to claim 1, further comprising a similar job computer executable search part that searches for similar jobs based on information extracted by said job feature computer executable extraction part.

9. (Withdrawn - Currently Amended) The computer according to claim 1, further comprising a reference material automatic computer executable collection part that searches for similar jobs to a designated job and collects documents related to the similar jobs as reference materials.

10. (Withdrawn - Currently Amended) The computer according to claim 1, further comprising a job structure computer executable generation part that generates a structure representing roles of operators related to a job.

11. (Withdrawn - Currently Amended) The computer according to claim 10, wherein said job structure computer executable generation part generates an association diagram showing the job based on roles in the job, and describes the roles of the operators and features extracted from generated documents in the diagram.

12. (Currently Amended) The computer according to claim 1, further comprising an optimum operator computer executable selection part that selects optimum operators based on information extracted by said job feature computer executable extraction part.

13. (Withdrawn - Currently Amended) The computer according to claim 1, further comprising:

an computer executable inquiry part that makes an inquiry to said job feature computer executable extraction part; and

a display information computer executable analysis part that analyzes response information to inquiry information by said computer executable inquiry part, and generates image information having a content to be easily understood.

14. (Withdrawn - Currently Amended) The computer according to claim 13, wherein said display information computer executable analysis part generates the image information as a graph representing documents and features of the documents handled by an arbitrary operator, among documents generated in a job conducted by a plurality of operators.

15. (Withdrawn - Currently Amended) The computer according to claim 1, further comprising a similar operator computer executable search part that searches for operators having similar roles based on information extracted by said job feature computer executable extraction part.

16. (Withdrawn - Currently Amended) The computer according to claim 1, further comprising a key-person computer executable search part that detects an operator who played a leading role in a job handled by a plurality of operators.

17. (Withdrawn - Currently Amended) The computer according to claim 1, further comprising a key-person computer executable search part that classifies features of documents generated by respective operators, extracted by said document feature computer executable extraction part, based on similarity, then searches for an operator who has been involved in many of classified items as a person who grasps the documents from a broad view, and determines said operator as a key person who played a leading role in a job handled by the plurality of operators.

18. (Withdrawn - Currently Amended) The computer according to claim 1, further comprising a key-person computer executable search part that classifies features of documents generated by respective operators, extracted by said document feature computer executable extraction part, based on similarity, then searches for an operator who has been involved in many of classified items as a technical leader, and determines said operator as a key person who played a leading role in a job handled by the plurality of operators.

19. (Withdrawn - Currently Amended) The computer according to claim 4, further comprising a key-person computer executable search part that searches for an operator who has frequently performed communication with most of operators of a job, from information extracted by said conversation feature computer executable extraction part, and determines said operator as a key person who played a leading role in a job handled by the plurality of operators.

20. (Withdrawn - Currently Amended) The computer according to claim 1, further comprising a similar job computer executable search part that searches for similar jobs based on information extracted by said job feature computer executable extraction part.

21. (Withdrawn - Currently Amended) The computer according to claim 4, wherein said conversation computer executable management part further includes a conversation information computer executable input part that inputs conversation information which has not been automatically obtained by said conversation computer executable management part,

and wherein said conversation computer executable management part handles the conversation information inputted by said conversation information computer executable input part as information similarly to collected conversation information.

22. (Withdrawn - Currently Amended) The computer according to claim 4, further comprising a mail quotation computer executable detection and deletion part that deletes a quotation from another operator's remark, from conversation information managed by said conversation computer executable management part.

23. (Withdrawn - Currently Amended) The computer according to claim 4, wherein said conversation feature computer executable extraction part separately extracts features of a quotation from another operator's remark and a newly-written remark.

24. (Withdrawn - Currently Amended) The computer according to claim 4, further comprising an important member computer executable detection part that detects a person who is not registered by said conversation computer executable management part as a member to conduct a job but significantly related to the job for execution of the job.

25. (Currently Amended) A computer-readable recording medium containing an optimum operator selection support program, said program causing a computer to function as:

a document computer executable management part that manages documents related to jobs, with additional information on operators who generated the documents;

a document feature computer executable extraction part that extracts a plurality of documents generated by a same operator from said document computer executable management part, and extracts features of the respective documents; and

a job feature computer executable extraction part that extracts features of jobs of said operator by detecting common features based on a frequency of occurrence of terms in the plurality of documents extracted by said document feature computer executable extraction part,

wherein the document computer executable management part monitors the plurality of documents to determine if a document has been updated or newly added and wherein the document computer executable management part selects a new operator based on said features extracted of jobs of said operator.

26. (Withdrawn - Currently Amended) A computer-readable recording medium containing an optimum operator selection support program, said program causing a computer to function as:

a task computer executable management part that analyzes job order relations, including authority levels of responsible operators, based on electronic data transmitted/received among operators, and manages information on the job order relations; and

a job feature computer executable extraction part that extracts roles of said operators to perform jobs, from job order relations extracted by said task computer executable management part,

wherein the task computer executable management part monitors the roles of said operators to determine if a role has been updated or newly added and wherein the task computer executable management part selects new operators based on said roles extracted of said operators.

27. (Withdrawn - Currently Amended) A computer-readable recording medium containing an optimum operator selection support program, said program causing a computer to function as:

a conversation computer executable management part that collects conversation information among operators by utilizing electronic data, and manages the collected conversation information;

a conversation feature computer executable extraction part that extracts features of the conversation information among the operators managed by said conversation computer executable management part; and

a job feature computer executable extraction part that extracts features of jobs of the operators and generates a job feature management table, including names and roles of responsible operators, from distribution of the conversation information extracted by said conversation computer executable management part

wherein the conversation computer executable management part monitors the conversation information to determine if conversation information has been updated or newly added and wherein the conversation computer executable management part selects new operators based on said features extracted of jobs of said operators.

28. (Previously Presented) The computer according to claim 1, wherein the plurality of documents is authored by the same operator.